

AMENDMENTS TO THE CLAIMS

1. (Currently amended) A method for processing customer service inquiries, the method comprising:

~~under control of instructions that are executed by one or more computing devices;~~

obtaining receiving by a computing device a customer service inquiry from a client, wherein the client is associated with an electronic mail reply address;

automatically calculating by a computing device an estimate of time of transmission to the client of a responsive communication that corresponds to the customer service inquiry, wherein the estimate of time of transmission is calculated based on selected criteria that include a processing priority assigned to the client;

providing by a computing device the estimate of time of transmission to the client;

generating the responsive communication corresponding to the customer service inquiry from the client, wherein the responsive communication includes one or more information components corresponding to a response from a customer service agent and an embedded unresolved customer service feedback link, wherein the embedded unresolved customer service feedback link is associated with expiration data that causes the link to expire based on a use limit that limits the number of times the link can be utilized;

transmitting the responsive communication to the client at the electronic mail reply address associated with the client;

~~obtaining~~ receiving by a computing device a user selection of the embedded unresolved customer service feedback link; and

automatically generating by a computing device an escalated customer service query in response to the selection of the embedded unresolved customer service feedback link.

2. (Currently amended) The method as recited in Claim 1, wherein ~~obtaining~~ receiving a customer service inquiry includes:

generating a customer service Web page including one or more fields for completing a customer service inquiry;

~~obtaining~~ receiving user input to the one or more fields of the customer service Web page; and

generating the customer service inquiry from the user input.

3. (Withdrawn - currently amended) The method as recited in Claim 1, wherein ~~obtaining~~ receiving a customer service inquiry includes ~~obtaining~~ receiving an electronic mail message corresponding to a customer service inquiry.

4. (Original) The method as recited in Claim 1, wherein the escalated customer service query includes a Web page including one or more fields for obtaining additional client information.

5. (Canceled)

6. (Currently amended) The method as recited in Claim 1, wherein ~~generating~~ calculating the estimate of time of transmission of a responsive communication ~~further~~ includes:
determining a size of a customer service inquiry queue;
obtaining an estimated rate of processing customer service inquiries; and
calculating the estimate of time of transmission by dividing the size of the customer service inquiry queue by the estimated rate of processing customer service inquiries.

7. (Currently amended) The method as recited in Claim 1, wherein at least a subset of clients are associated with the processing priority, the processing priority guaranteeing a responsive communication within a threshold time, and wherein ~~generating~~ calculating the estimate of time of transmission of a responsive communication includes:
determining whether the client is associated with the processing priority; and

if the client is associated with the processing priority, providing the threshold time as the estimate of time of transmission of a responsive communication.

8. (Withdrawn) The method as recited in Claim 1, wherein the responsive communication includes two or more textual components corresponding to a response from a customer service agent, and wherein the embedded unresolved customer service feedback link is embedded between the two or more textual components.

9. (Currently amended) The method as recited in Claim 1 further comprising:
associating the user selection of the embedded unresolved customer service feedback link to a customer service agent providing the ~~textual~~ one or more information components of the responsive communication; and
updating customer service agent tracking information to indicate an unresolved customer service inquiry.

10. (Original) The method as recited in Claim 9 further comprising generating a customer service agent metric based on the customer service agent tracking information.

11. (Currently amended) The method as recited in Claim 1, ~~wherein the responsive communication includes an embedded resolved customer service feedback link, the method~~ further comprising:

~~obtaining a~~ in response to user selection of the embedded resolved customer service feedback link~~[[; and]]~~, generating a redirect to a service provider Web page.

12. (Original) The method as recited in Claim 11, wherein the service provider Web page includes a customized client thank you.

13. (Original) The method as recited in Claim 1, wherein the embedded unresolved customer service feedback link is a customized link.

14. (Withdrawn) The method as recited in Claim 1, wherein the embedded unresolved customer service feedback link is represented as a graphic image.

15. (Original) The method as recited in Claim 1 further comprising storing feedback information corresponding to the selection of the unresolved customer service feedback link.

16. (Original) The method as recited in Claim 15 further comprising aggregating information corresponding to the selection of the unresolved customer service feedback link.

17. (Original) The method as recited in Claim 16 further comprising generating a consumer profile corresponding to the aggregated information corresponding to the selection of the unresolved customer service feedback link.

18-19. (Canceled)

20. (Currently amended) A method for processing customer service inquiries, the method comprising:

~~under control of instructions that are executed by one or more computing devices;~~

~~obtaining~~ receiving by a computing device a customer service inquiry from a client, wherein the client is associated with an electronic mail reply address;

automatically calculating by a computing device an estimate of time of transmission to the client of a responsive communication that corresponds to the customer service inquiry, wherein the estimate of time of transmission is calculated based on selected criteria that include a processing priority assigned to the client;

providing by a computing device the estimate of time of transmission to the client;

generating [[a]] the responsive communication corresponding to the customer service inquiry from the client, wherein the responsive communication includes one or more information components corresponding to a response from a customer service agent, a first embedded link

corresponding to feedback of an unresolved customer service inquiry and a second embedded link corresponding to feedback of a resolved customer service inquiry, wherein the first embedded link and the second embedded link are associated with expiration data that causes the first embedded link and the second embedded link to expire based on a use limit that limits the number of times the respective link can be utilized;

transmitting the responsive communication to the client at the electronic mail reply address associated with the client;

obtaining receiving by a computing device a user selection of the first or second embedded link;

processing the feedback associated with the user selection of the first or second embedded link; and

automatically generating by a computing device a responsive action corresponding to the processing of the feedback associated with the user selection.

21. (Currently amended) The method as recited in Claim 20, wherein ~~obtaining~~ receiving a customer service inquiry includes:

generating a customer service Web page, including one or more fields for completing a customer service inquiry;

obtaining receiving user input to the one or more fields of the customer service Web page; and

generating the customer service inquiry from the user input.

22. (Withdrawn - currently amended) The method as recited in Claim 20, wherein ~~obtaining~~ receiving a customer service inquiry includes ~~obtaining~~ receiving an electronic mail message corresponding to a customer service inquiry.

23. (Original) The method as recited in Claim 20, wherein the user selection is the first embedded link corresponding to feedback of an unresolved customer service inquiry and wherein generating a responsive action corresponding to the processing includes generating an escalated customer service query in response to the selection of the embedded unresolved customer service feedback link.

24. (Original) The method as recited in Claim 23, wherein the escalated customer service query includes a Web page including one or more fields for obtaining additional client information.

25. (Withdrawn) The method as recited in Claim 20, wherein the user selection is the second embedded link corresponding to feedback of a resolved customer service inquiry and wherein generating a responsive action corresponding to the processing includes generating a redirect to a service provider Web page.

26. (Withdrawn) The method as recited in Claim 25, wherein the service provider Web page includes a customized client thank you.

27. (Canceled)

28. (Withdrawn - currently amended) The method as recited in Claim ~~[[27]]~~ 20, wherein ~~generating an~~ calculating the estimate of ~~the completion~~ time of transmission of a responsive communication includes:

determining a size of a customer service inquiry queue;

obtaining an estimated rate of processing customer service inquiries; and

calculating ~~[[an]]~~ the estimate ~~[[from]]~~ of time of transmission by dividing the size of the customer service inquiry queue by the estimated rate of processing customer service inquiries.

29. (Currently amended) The method as recited in Claim [[27]] 20, wherein at least a subset of clients are associated [[a]] with the processing priority, the processing priority guaranteeing a responsive communication within a threshold time, and wherein ~~generating an~~ calculating the estimate of the completion time of transmission of a responsive communication includes:

determining whether the client is associated with [[a]] the processing priority; and
if the client is associated with [[a]] the processing priority, providing the threshold time as the estimate of ~~the completion~~ time of transmission of a responsive communication.

30. (Original) The method as recited in Claim 20, wherein the responsive communication includes two or more textual components corresponding to a response from a customer service agent, and wherein the first and second embedded links are embedded between the two or more textual components.

31. (Currently amended) The method as recited in Claim 20 further comprising associating the user selection of the first or second embedded links to a customer service agent providing the ~~textual~~ one or more information components of the responsive communication and updating customer service agent tracking information to indicate the client selection.

32. (Original) The method as recited in Claim 31 further comprising generating a customer service agent metric based on the customer service agent tracking information.

33. (Original) The method as recited in Claim 20, wherein at least one of the first and second embedded links is a customized link.

34. (Withdrawn) The method as recited in Claim 20, wherein at least one of the first and second embedded links is represented as a graphic image.

35. (Original) The method as recited in Claim 20 further comprising storing feedback information corresponding to the selection of the first or second embedded links.

36. (Original) The method as recited in Claim 35 further comprising aggregating receipt of the information corresponding to the selection of the first or second embedded links.

37. (Original) The method as recited in Claim 36 further comprising generating a consumer profile corresponding to the aggregated information corresponding to the selection of the first or second embedded links.

38-39. (Canceled)

40. (Currently amended) A tangible computer-readable medium having computer-executable components stored thereon for causing a computing apparatus to process customer service inquiries, the computer-executable components comprising:

a responsive communication component ~~including that includes~~ one or more information components corresponding to a response to a customer service inquiry of a customer from a customer service agent, wherein the responsive communication component is configured to cause the computing apparatus to automatically calculate an estimate of time of transmission of the response that corresponds to the customer service inquiry, wherein the estimate of time of transmission is calculated based on selected criteria that include a processing priority associated with the customer and wherein the estimate of time of transmission is automatically provided to the customer;

an embedded unresolved inquiry component corresponding to an indication of an unresolved response to the customer service inquiry, ~~and including wherein the embedded unresolved inquiry component is configured to include in the response~~ a first link to a service provider, wherein the first link to the service provider is associated with expiration data that causes the first link to expire; and

an embedded resolved inquiry component corresponding to an indication of a resolved response to the customer service inquiry, ~~and including wherein the embedded resolved inquiry component is configured to include in the response~~ a second link to the service provider, wherein the second link to the service provider is [[also]] associated with expiration data that causes the second link to expire,

wherein the expiration data associated with the first link and the second link includes a use limit that limits the number of times the respective link can be utilized.

41. (Currently amended) The computer-readable medium as recited in Claim 40, wherein the responsive communication component ~~includes~~ is configured to include in the response two or more textual components, and wherein the ~~embedded unresolved inquiry component and the embedded resolved inquiry component~~ first link and the second link are embedded in the response between the two ~~responsive text~~ or more textual components.

42. (Original) The computer-readable medium as recited in Claim 40, wherein the first link to the service provider corresponds to a link to an escalated customer service inquiry page.

43. (Withdrawn) The computer-readable medium as recited in Claim 40, wherein the second link to the service provider corresponds to a link to a service provider home page.

44. (Withdrawn - currently amended) The computer-readable medium as recited in Claim 43, wherein ~~the link to~~ the service provider home page includes a customized client thank you.

45. (Currently amended) The computer-readable medium as recited in Claim 40, wherein the ~~computer-executable components are~~ response is embodied as ~~components of an~~ electronic mail message from [[a]] the service provider.

46. (Currently amended) The computer-readable medium as recited in Claim 40, wherein at least one of the ~~embedded-unresolved-and-resolved-feedback~~ first and second links is a customized link.

47. (Withdrawn - currently amended) The computer-readable medium as recited in Claim 40, wherein at least one of the ~~embedded-unresolved-and-resolved-feedback~~ first and second links ~~[[are]]~~ is represented as a graphic image.